GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA

UNSTARRED QUESTION NO:749
ANSWERED ON:16.08.2007
TOUTS MENACE AT AIRPORTS
Ramadass Prof. M;Sharma Shri Madan Lal

Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether the Government is aware of the general complaints of the passengers being cheated by touts at major airports;

(b) if so, the details thereof;

(c) whether the touts are reportedly acting in connivance with the taxi operators, trolley retrieving staff, loading agents and other staff;

(d) if so, the details thereof;

(e) whether any enquiry has been got conducted in this matter;

(f) if so, the outcome thereof; and

(g) the follow-up action taken or proposed to be taken by the Government thereon?

Answer

MINISTER OF STATE (INDEPENDENT CHARGE) OF THE MINISTRY OF CIVIL AVIATION (SHRI PRAFUL PATEL)

(a)& (b) Yes, Sir, The problem of touts is encountered most at metro/big airports. The touts basically operate outside the Terminal building or in the visitor`s area.

(c)&(d) Usually, touts are acting in connivance with the taxi operators, trolley retrieving staff, loading agents and other staff employed by the airlines for ground handling operations. CISF helps the local police in taking action against the touts by getting them fined through Airport Manager and by handing them over to the local police.

(e)&(f)&(g) Regular efforts are made by the local police to enquire into such incidents whenever reported and necessary action is taken to improve surveillance at the airport to curb all kinds of undesirable activities including the tout menace.